

# **Program A: Administration and Executive Support**

Program Authorization: R.S. 36:471C

## **PROGRAM DESCRIPTION**

The mission of the Executive and Administrative Support Program is to provide a comprehensive management support system to the offices of the Department of Social Services and other consumers of its services in an efficient and effective manner. This program now includes the Licensing and Rate Setting functions, pursuant to approval granted by the Joint Legislative Committee on the Budget in October of 1998.

The goals of the Executive and Administrative Support Program are:

1. To provide overall direction and administrative support to the Department of Social Services (DSS).
2. To conduct a licensing program for DSS that will give a measure of protection to the children and adults of this state who are in care on a regular or consistent basis in those facilities that are required to be licensed by DSS.
3. To establish fair per diem rates for 24-hour substitute care providers in programs such as residential treatment facilities, independent/transitional living programs, private foster care and therapeutic family care.

The major activities of the Office of the Secretary include appeals, audit, communication services, general counsel, licensing and child care registration, and rate setting. Major activities of the Office of Management and Finance include civil rights, fiscal services, human resources, information services and planning and budget.

Appeals is responsible for the system of administrative hearings required by federal laws, state statutes, and provider contracts within the Department of Social Services. Under this system of adjudicatory hearings, clients and providers aggrieved by agency decisions are granted hearings that meet due process standards. Decisions rendered as a result of the hearing are the final administrative remedy within the Department, but are subject to judicial review. Also provided is a system of public hearings, conducted under the provision of the Administrative Procedures Act of the State of Louisiana, which allows for rule making and policy formulation for various programs within the Department.

Audit is responsible for reviewing audit reports of agencies and local governments that have a contract with the Department. The purpose of the review is to ensure that the audits are in compliance with the applicable OMB circular. Other functions include performing audits for the Department, and performing audit monitoring and resolution functions for agencies with contracts with the Department.

Communications Services supports the Department by communicating its programs and policies to staff, the media, the public and other governmental agencies, both State and federal.

General Counsel provides legal representation for the Department of Social Services and its employees including defense, advice, assistance and protection. It also provides representation against legal challenges presented by sources who complain about implementation of rules and laws implemented by the Department.

Licensing and Child Care Registration develops and maintains regulations for all programs required to be licensed, and conducts site visits to insure adherence to regulations. It also registers all family day care homes that request registration.

Rate Setting establishes per diem rates for 24-hour substitute care providers in programs such as residential treatment facilities, independent and transitional living programs, private foster care providers, and therapeutic care providers.

Civil Rights functions, as required by federal legislation, are to ensure equal delivery of services, and equal employment opportunities throughout the Department of Social Services and its contractors and subcontractors.

Fiscal Services provides fiscal and related management support services to the Office of the Secretary and the entire Department. Functions include financial management, payment management, payroll and purchasing.

Human Resources administers and coordinates human resources programs throughout the Department by providing consultative and technical services concerning laws, policy rules and regulations. This section also directs and manages the human resources program for the Executive Office of the Secretary and the Office of Management and Finance in the areas of pay administration, classifications and evaluations, equal employment opportunity and affirmative action, benefits, recruitment, employee relations, and performance evaluations.

Planning and Budget performs and coordinates functions related to budget, strategic planning, policy formulation and issuance; rulemaking, program evaluation and research, legislative tracking, special studies, and related activities. Planning and Budget also serves as the clearinghouse for planning, policy and evaluation data; reviews and analyzes state and federal legislation and regulations; and prepares position papers and special studies and reports relative to the programmatic and administrative responsibilities of the Department.

Information Services provides computer support to all the offices within the Department of Social Services and computer support, except applications development, to the Department of Health and Hospitals, as well as a dedicated data line connecting the Department of Public Safety to the Division of Administration for the LSU Health Care Services Division. The division works closely with data processing users on new and revised legislative programs to incorporate computer processing to implement, control and manage federal and state historical, statistical and financial information. In addition to data processing, technical support services are provided to all of the users of the computer programs maintained by the section.

## OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2000-2001. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

**The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2000-01. Specific information on program funding is presented in the financial sections that follow performance tables.**

1. (KEY) To provide a supervisory management and support system to assure compliance with laws and regulations governing the department on an ongoing basis.

Strategic Link: *This objective is to accomplish Strategic Objective I.1: To provide a supervisory management and support system including appeals, audit, communication services, and general council to assure compliance with laws and regulations governing the department through June 30, 2003.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Appeals received and processed	7,000	9,967	7,000	7,000	75,000	75,000
K	Internal audits performed	18	22	22	22	22	22
S	Internal audit follow-ups performed	7	6	6	6	6	6
S	Percentage of favorable decisions	98.7%	95.7%	Not applicable <sup>1</sup>	99.8% <sup>3</sup>	98.2%	98.2%
S	Number of Title VI and Title VII discrimination complaints received	Not applicable <sup>2</sup>	24	22	22	22	22
S	Number of Title VI Food Stamp Program compliance reviews conducted	Not applicable <sup>2</sup>	44	25	25	25	25
S	External audits performed	18	18	20	20	20	20
S	External audit follow-ups performed	7	6	8	8	8	8
S	Percentage of SF-1's processed and approved by Civil Service without errors	99.6%	99.9%	99.8%	99.8%	99.8%	99.8%
S	Number of calls to the user support telephone	16,200	17,300	16,500	16,500	16,500	16,500

<sup>1</sup> This performance indicator did not appear in Act 10 and therefore has no performance standard for 1999-2000.

<sup>2</sup> This performance indicator did not appear in Act 19 and therefore has no performance standard for 1998-1999.

<sup>3</sup> This performance standard is an estimate.

**GENERAL PERFORMANCE INFORMATION:**

PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1994-95	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Budget	\$60,722,583	\$60,734,133	\$59,392,371	\$29,164,334	\$29,241,460
Staff	427	422	411	349	346
<b>Communication Services</b>					
Media Contacts	343	327	Not available	Not available	741
News Releases	37	37	Not available	Not available	45
Public Service Announcements	17	37	Not available	Not available	23
<b>General Counsel</b>					
Lawsuits handled/processed	558	Not available	Not available	Not available	992
Legal opinions	Not available	Not available	Not available	Not available	4,923
Percentage of Title VI and Title VII discrimination complaints investigated	Not available	Not available	Not available	Not available	100.0%
<b>Civil Rights</b>					
Percentage of Title VI and Title VIII discrimination complaints investigated	Not available	100%	100%	100%	100%
Percentage of Title VI Food Stamp Program compliance reviews conducted	100%	100%	100%	100%	100.0%
Percentage of Title IV and Title VII discrimination complaints resolved	100%	100%	100%	100%	100.0%
Percentage of Title VI Food Stamp Program Compliance Review audit findings resolved	100%	100%	100%	100%	100.0%
<b>Planning and Budget</b>					
Policies completed	7	13	12	10	10
Department Rules completed	20	20	25	25	23
State legislation tracked	556	186	623	135	440

Federal legislation reviews completed	3	4	6	5	5
Special studies and reports completed	24	21	30	63	55
<b>Human Resources</b>					
Promotional vacancy announcement prepared/distributed	31	49	56	38	45
Disciplinary actions taken	4	6	9	2	7
Departmental Personnel Policies issued	4	6	7	5	3
<b>Information Services</b>					
Average number of negotiable forms and special forms produced monthly	476,000	501,150	501,150	457,422	450,401
Electronic benefit transfers per month	Not available	Not available	Not available	Not available	227,871
Average jobs scheduled monthly, updating line systems, producing payments, medical cards and mandated reports, etc.	40,000	63,064	48,000	57,400	45,758
Average number of reports (not copies) manually distributed monthly	6,800	4,800	3,314	2,961	2,102
Number of reports via on-line or hard copy on INFOPAC (Automated distribution system)	400	4,800	3,314	2,961	2,102
Number of calls to the user support telephone	6,000	8,000	10,000	12,500	16,500
User-IDs under the Resource Access Control Facility (RACF) (statewide)	9,870	11,400	11,500	11,000	11,035
CPU Uptime percentage	Not available	Not available	Not available	98.0%	98.0%
Network availability percent	Not available	Not available	Not available	98.0%	98.0%
Number of transactions	Not available	Not available	Not available	Not available	Not available

2. (KEY) To evaluate all licensed child care and adult care facilities to determine adherence to licensing regulations.

Strategic Link: Strategic Objective I.1

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-1999	ACTUAL YEAREND PERFORMANCE FY 1998-1999	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Percentage of facilities licensed	100%	100%	100%	100%	100%	100%
K	Child class "A" day care programs licensed	1,443	1,568	1,587	1,587	1,627	1,627
K	Child class "B" day care programs licensed	505	533	505	505	583	583
K	Other facilities licensed	1,431	1,560	1,506	1,506	1,614	1,614
S	On-site visits	12,546	8,302	12,744	12,744	8,913 <sup>1</sup>	8,913 <sup>1</sup>
S	Number of follow-up visits	7,487	2,692	7,623	7,623	3,200 <sup>1</sup>	3,200 <sup>1</sup>

<sup>1</sup> A change has been made in the method of counting visits resulting in lower numbers.

GENERAL PERFORMANCE INFORMATION					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1994-95	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Number of New Facilities Visits	Not applicable	510	150	292	513

## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$6,083,849	\$6,797,651	\$6,797,651	\$6,720,789	\$6,723,888	(\$73,763)
STATE GENERAL FUND BY:						
Interagency Transfers	20,986,630	23,395,430	23,395,430	24,574,356	23,672,587	277,157
Fees & Self-gen. Revenues	355,082	355,082	355,082	355,082	518,432	163,350
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<u><b>\$27,425,561</b></u>	<u><b>\$30,548,163</b></u>	<u><b>\$30,548,163</b></u>	<u><b>\$31,650,227</b></u>	<u><b>\$30,914,907</b></u>	<u><b>\$366,744</b></u>
EXPENDITURES & REQUEST:						
Salaries	\$12,112,176	\$12,362,970	\$12,362,970	\$12,810,986	\$12,501,820	\$138,850
Other Compensation	52,807	61,143	61,143	61,143	61,143	0
Related Benefits	2,203,375	2,302,815	2,302,815	2,378,707	2,445,191	142,376
Total Operating Expenses	10,424,405	12,866,220	12,866,220	13,411,631	12,908,274	42,054
Professional Services	0	0	0	0	0	0
Total Other Charges	2,189,407	2,576,015	2,576,015	2,608,760	2,619,479	43,464
Total Acq. & Major Repairs	443,391	379,000	379,000	379,000	379,000	0
TOTAL EXPENDITURES AND REQUEST	<u><b>\$27,425,561</b></u>	<u><b>\$30,548,163</b></u>	<u><b>\$30,548,163</b></u>	<u><b>\$31,650,227</b></u>	<u><b>\$30,914,907</b></u>	<u><b>\$366,744</b></u>
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	347	343	343	343	334	(9)
Unclassified	3	3	3	3	3	0
TOTAL	<u>350</u>	<u>346</u>	<u>346</u>	<u>346</u>	<u>337</u>	<u>(9)</u>

## SOURCE OF FUNDING

This program is funded with General Fund, Interagency Transfers and Self-generated Revenue. Interagency Transfers are received from the other three agencies in the Department for indirect costs allocated to them, and for supplies from the DSS warehouse; from various agencies in the Department of Health and Hospitals for supplies, and from the LSU, Health Care Services Division for data processing services. Self-generated Revenues are received for licensing fees and the sale of licensing manuals.

## ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
<b>\$6,797,651</b>	<b>\$30,548,163</b>	<b>346</b>	<b>ACT 10 FISCAL YEAR 1999-2000</b>
			<b>BA-7 TRANSACTIONS:</b>
\$0	\$0	0	None
<b>\$6,797,651</b>	<b>\$30,548,163</b>	<b>346</b>	<b>EXISTING OPERATING BUDGET – December 3, 1999</b>
\$0	\$214,623	0	Annualization of FY 1999-2000 Classified State Employees Merit Increase
\$0	\$224,285	0	Classified State Employees Merit Increases for FY 2000-2001
(\$9,155)	(\$62,213)	0	Risk Management Adjustment
\$0	\$379,000	0	Acquisitions & Major Repairs
(\$76,000)	(\$379,000)	0	Non-Recurring Acquisitions & Major Repairs
\$11,392	\$11,392	0	Legislative Auditor Fees
\$0	(\$50,366)	0	Maintenance of State-Owned Buildings
\$0	(\$2,014)	0	UPS Fees
\$0	(\$299,623)	0	Attrition Adjustment
\$0	(\$224,285)	(12)	Personnel Reductions
\$0	\$10,060	0	Civil Service Fees
\$0	\$300,000	0	Other Annualizations - Annualize the cost to upgrade the DSS mainframe computer
\$0	\$85,000		Other Annualizations - Annualize the cost for market grade adjustments for information services and human resources staff
\$0	\$163,350	3	Other Annualizations - Annualize the cost of three positions added by BA-7 in January, 2000 pursuant to Act 1135 of the 1999 session increasing fees to address an increase in the number of facilities that are licensed
\$0	\$50,000	0	Other Adjustments - Fund the cost to increase the amount of supplies from the DSS warehouse for various Dept. of Health and Hospitals agencies and for the Office of Family Support
\$0	\$34,400	0	Other Adjustments - Fund the cost to upgrade the office computers for the new human resources system
\$0	\$3,164		Other Adjustments - Correct funding for Treasury Dept. bank services charges erroneously removed from the budget last fiscal year
\$0	\$17,971		Other Adjustments - Fund the cost of payment to the Division of Administration for IBM software support expenses
\$0	\$36,000		Other Adjustments - Fund the cost of the increased State share of medical insurance premiums for retirees
\$0	(\$145,000)		Other Adjustments - Reduce funding for supplies from the DSS warehouse to the Office of Family Support by 5%
<b>\$6,723,888</b>	<b>\$30,914,907</b>	<b>337</b>	<b>TOTAL RECOMMENDED</b>
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS</b>
<b>\$6,723,888</b>	<b>\$30,914,907</b>	<b>337</b>	<b>BASE EXECUTIVE BUDGET FISCAL YEAR 2000-2001</b>



SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL:

\$0 \$0 0 None

**\$0 \$0 0 TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL**

SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:

\$0 \$0 0 None

**\$0 \$0 0 TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE**

**\$6,723,888 \$30,914,907 337 GRAND TOTAL RECOMMENDED**

The total means of financing for this program is recommended at 101.3% of the existing operating budget. It represents 74.3% of the total request (\$41,593,468) for this program. Major changes include \$300,000 of increased funding to annualize the cost of upgrading the DSS mainframe computer; \$163,450 to annualize the cost of three positions added to the Licensing Section by BA-7 in January, 2000, and \$34,400 to upgrade the agency computers for the new human resources system; this was partially offset by a decrease of \$145,000 for a 5% reduction in supplies from the DSS warehouse for the Office of Family Support.

## PROFESSIONAL SERVICES

\$0 This program does not have funding for professional services in FY 2000-01

**\$0 TOTAL PROFESSIONAL SERVICES**

## OTHER CHARGES

\$127,371 Training costs for continuing professional education for staff  
 \$418,415 Legislative auditor allocated expenses  
 \$1,440,660 Supplies from the supplies warehouse operated by the Office of the Secretary for various Dept. of Social Services and Dept. of Health and Hospitals agencies

**\$1,986,446 SUB-TOTAL OTHER CHARGES**

### Interagency Transfers:

\$376,650 To the Office of Family Support for maintenance of the 755 Third Street Dept. of Social Services headquarters building  
 \$990 To the Division of Administration for data processing equipment use  
 \$53,704 To State Civil Service for personnel services  
 \$20,265 To the Division of Administration for Inspector General cost recovery  
 \$4,346 To the Division of Administration for the Comprehensive Public Training Program  
 \$3,164 To the Dept. of the Treasury for bank service charges  
 \$2,600 To the Secretary of State for microfilming services  
 \$80,340 To the Uniform Payroll System for payroll processing services

\$70,003	To the Division of Administration for building maintenance
\$3,000	To the Dept. of Transportation and Development for data line circuit access
\$17,971	To the Division of Administration for IBM software support costs

**\$633,033 SUB-TOTAL INTERAGENCY TRANSFERS**

**\$2,619,479 TOTAL OTHER CHARGES**

### **ACQUISITIONS AND MAJOR REPAIRS**

\$379,000	Funding for the replacement of obsolete and inoperable equipment
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**\$379,000 TOTAL ACQUISITIONS AND MAJOR REPAIRS**